

## LEADING ACCESSIBLE SERVICE EXCELLENCE

**NEW!** COMING THIS FALL!

1 day  
workshop

Supervisors  
Managers  
Owners

Public or  
Contract  
Sessions  
Available



Did you know the "Accessibility For Ontarians with Disabilities Act" (AODA) is now law? Businesses have until January 1, 2012 to ensure customer service standards are met.

OTEC's new workshop will prepare managers and owners\* to support and coach employees serving customers with disabilities or accessibility needs.

Prepare your businesses to serve this important growing market!

\*Ask us about the 1/2 day front line program -  
Accessible Service Excellence